

October 2010

Attachments include:

Direct Access TCC User Guide

Visa Comm Guide to Benefits

Email cover for following Word doc attachment

Greetings GTCC Coordinators.

Fall is all around, the leaves are changing and so is Direct Access(DA). We have two big pieces of information to share this month. One of which you may have already seen the new version of DA/PeopleSoft. We have attached a job aid for you using your COMMAND access to help with creating GTCC reports. Note: Command access level is required for GTCC programs and reports.

Our other piece of news is Captain Matthew Ruckert will be on board as GS-14 as of November 8. He will be getting up to speed in programs, reports and communications in no time.

The WinZip file contains this month GTCC program update/newsletter for your review and records.

Are you aware that delinquency is a form of misuse? IAW COMDTINST 4600.14B, Encl(1), A. 5. Delinquency falls within the definition of abuse/misuse. Did you also know as GTCC coordinator, you are responsible for advising commanding officers of any appearance of card misuse/abuse? This is found in Encl (1), P.3.b.3. This means that all delinquencies must be reported to each command. Be diligent about generating your reports in PaymentNet and you can stay on top of this issue.

Attached is the job aid to help you with the new functionality in Direct Access. Be mindful that due to modernization, the relationship table between hierarchy and department ID may not be accurate. When you review your hierarchy report, you will be able to identify members who are not listed in your hierarchy but should be. You may also be aware of members who are listed in your hierarchy but the report indicates they are incorrectly assigned. Carefully review this report and submit the appropriate forms to JPMC to update your hierarchy list.

Have you thought of using the unit Plan of the Week or Bulletin Board to get news throughout your hierarchy? You can let your cardholders and the field know who their GTCC coordinator is, insert useful facts like payment is due, use split disbursement and more. You might be surprised how effective this communication tool can be.

As always, remember payment is due regardless of reimbursement and protect PII.

That is all for now. Keep the questions coming.

RCN

Mr. R. C. Nubgaard, GS-15, Chief

PSC-BOPS, Resource Branch

Arlington, VA

202-493-1952

1. KUDOS: Thank you to those coordinators who contacted us about misuse/abuse GTCC activity as a result of reviewing reports. Please contact us if you have any questions on generating, editing and creating reports from PaymentNet.

2. Training vs. Conference: Another reminder that training is not an authorized charge for the GTCC. Refer to JFTR Appendix H1, Part 1 for a definition of each.

3. PII: Be aware of forwarding applications via email to JPMC. If you do, zip your file and encrypt your document using a password. Forward the password to JPMC in a separate email. Or simply fax the member application to JPMC for processing.

Along the same lines of PII, when a member is under investigation by CGIS regarding or involving the GTCC, please refer requests to our office. Information should not be provided directly to CGIS agents without prior approval from this office.

4. Application Processing: JPMC has five business days to process a routine application. Please keep this in mind when submitting forms close to a weekend or holiday.

5. Direct Access Updates: Attached is a job aid/user guide to help you with Direct Access and GTCC usage/reporting. This will help direct you to the GTCC reports available to you and the commands you service. By running the Member by Hierarchy report, you can identify incorrect hierarchies for members in your region. You may also find that there are many members who are rightfully listed as under your hierarchy but because of the Dept ID association in DA, the member shows the bank hierarchy number to be incorrect.

6. MCC Code override requests: Please be careful when a member or merchant requests a bank override (request) for MCC code that is rejected. There are reasons behind the blocks. We brought this up last month but want to be sure it's understood what steps should be taken when this request comes in. Get the merchant name and category code. Question if this is for a travel related matter. Exhibit booth registration fees and training are not travel related. Use your resources like COMDTINST 4600.14B, JFTR and FTR. Don't hesitate to contact us when you need more direction or support.

7. SECCEN Notification: Commands are required by COMDINST 5520.12C to report all derogatory information regarding a member to determine whether the member is an acceptable security risk. The decision as to whether or not to report information is not based on the individual's performance at their current command. Commands do not have access to investigative files and cannot determine what previous adjudicative issues may be present. It is essential that all derogatory information be reported immediately. As GTCC coordinator, your responsibility is to report delinquencies and misuse to your command for further action.

8. Departing Cardholders: Please work with commands that fall under your hierarchy to ensure you are listed as part of the member check out process as well as connected with the SPO and civilian personnel. We need to make sure you are in the loop as members departing the CG for whatever reason: discharge; to the brig; death; retired; ETS; incapacitated, etc. If you learn a member is departing and has a GTCC balance, please contact PPC (military) or this office (civilian) regarding debt collections and final pay. Collection is processed differently for military and civilian employees.

9. Split Disbursement: IAW ALCOAST 717/09, when the GTCC is used and the travel claim is submitted, split disbursement is mandatory. Please advise the traveler and remind the AO.

10. Visa Commercial Card Benefits: We have attached a handout from VISA regarding card holder benefits. This information is included with a new card. Some items include emergency message service, emergency transportation assistance, lost luggage locator service and more.

11. Travel Tidbits: Below are some travel related information items that you can pass on to the members in your hierarchy. I have seen a lot of issues that stem from travel claim reimbursements. Even though it's not considered a mitigating reason to miss payments of statements, we should still communicate information that improves the member's ability to prepare, submit and receive timely and accurate travel payments. A quote from the JFTR, U2010 Obligation to Exercise Prudence in Travel: 'A member must exercise the same care and regard for incurring expenses to be paid by the

GOV'T as would a prudent person traveling at personal expense.' With that said we would like to share some good information and go over some frequent reasons that PPC (tvI) returns the claim back to the member without processing or denies a payment. PPC cannot make any changes to the member's claim as this violates internal controls.

1. PCS and TDY:

Missing original signatures: All paper travel claims (1351-2) submitted to PPC (tvI) must have original member/employee and AO signatures in blue ink, claims (1351-2) cannot be certified to be a true copy, claims must have all original signatures. All travel orders and amendments to orders submitted to PPC (tvI) that accompany the travel claim must have an original AO signature in blue ink, copies of orders must be certified to be a true copy with an original signature in blue ink.

As a reminder, travelers must remember that it is MANDATORY to use CTOs/TMCs (SATO) for all official transportation requirements. If the member deviates from this policy by going directly to the airlines or third party (Orbitz, Expedia, etc.) they will be reimbursed up to the City Pairs rates. Using a CBA or billing airfare directly to a TONO is not an option when the member has a GTCC (limited exceptions apply).

A traveler may not be reimbursed for a hotel booking using online booking agents (Hotels.com, Orbitz, Expedia, etc.) unless an itemized receipt from the hotel is provided and a traveler must not submit a 'lost receipt' statement to substitute for an online booking hotel receipt. Despite any savings realized through online booking agents, the CTO/TMC (SATO) should be used for lodging arrangements or the traveler should reserve a room directly with the hotel/chain (including the hotel's online website).

2. ATM use :

IAW COMDTINST 4600.14B, ATM cash withdrawals in excess of the amount authorized for an advance for the official travel concerned or for expenses not directly associated with official travel is prohibited.

Civilian Employee: Administrative fees for ATM use to obtain money with the GTCC up to the amount authorized/approved by the AO for an ATM travel advance. Administrative fees for an ATM use of a personal charge card are not reimbursable.

Uniformed Member: Reimbursement is authorized for administrative fees for ATM use to obtain money with the GTCC. Uniformed personnel who are exempt from GTCC use for official travel are authorized reimbursement for administrative fees for ATM use to obtain cash charged to their personal charge card. If members are in possession of a GTCC but prefer not to use the GTCC they cannot claim administrative fees for their personal charge card, even though it's not mandatory for them to use the card for TDY that's over 21 days.

Reimbursement for ATM administrative fees related to use of an ATM or personal charge card is at the rate applicable to the card if an advance is not otherwise provided by cash, check or EFT. If the member received an advance from those methods listed, they will not be reimbursed ATM fees.

3. TDY:

Units who obtain an authorization from CG-1222 for reduced per diem (RPD) for an area/unit must ensure that claims for personnel assigned to those areas have indicated the correct amount of RPD in TPAX or submitted paper claims. When the member selects the RPD drop down in TPAX they are given the opportunity to add the RPD amount, as an AO you need to verify these amounts are correct. The RPD rates do not apply any day that a member is traveling. For assistance with locating these rates or to view the procedures guide, please visit PPC Travel web site <http://www.uscg.mil/ppc/tvl.asp>.

4. PCS:

Please council member's who are retiring or separating from the Coast Guard that they should submit their travel claim to PPC (tvI) after their retirement/separating date. Claims received prior to this date will be returned to the member. If a member's PCS or final orders exceed fifteen days which includes the travel, leave, and proceed time the government travel credit card (GTCC) shall not be used. If separating from the Coast Guard the member shall surrender their GTCC to the CO or GTCC coordinator prior to checking out from the unit.